

Messiah Brock

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SUMMARY

Data center technician with three years of experience supporting **critical facility infrastructure, physical security, equipment logistics**, and customer service in controlled technical environments. Monitors UPS, PDU, RPP, CRAH, **In Row Chillers**, fire suppression, security, and DCIM systems while following documented procedures for abnormal conditions. Performs facility rounds, verifies power and cooling delivery, maintains access controls, and provides remote hands support for tenant equipment. Tracks servers, network devices, replacement components, retired assets, and deprecated media through receiving, staging, storage, transfer, and approved destruction workflows. Communicates clearly with technical customers and infrastructure teams, learns unfamiliar systems quickly, supports after hours coverage, and maintains dependable on call readiness. Brings disciplined execution, accurate records, and practical security awareness to onsite data center operations where uptime, safety, and controlled access matter.

EXPERIENCE

Data Center Technician March 2025 - Present
Granite Peak Colocation Services Aurora, CO

Supports controlled data halls, critical environmental infrastructure, customer equipment, physical security, **warehouse operations**, and secure media disposition. Provides onsite operational coverage, remote hands assistance, facility monitoring, and documented escalation for power, cooling, access, and equipment conditions.

- Monitored UPS, PDU, RPP, CRAH, **In Row Chillers**, fire suppression, security, and DCIM systems.
- Completed **facility rounds** verifying **power delivery**, cooling conditions, access controls, and equipment status.
- Provided **remote hands** support through asset checks, connection reviews, indicator checks, and authorized customer actions.
- Validated approved entry and maintained visitor procedures for controlled areas and installed IT equipment.
- Received and tracked servers, network devices, replacement parts, and retired assets through warehouse workflows.
- Processed **deprecated media** through approved storage, transfer, and destruction procedures with controlled custody records

Data Center Operations Assistant October 2023 - February 2025
Front Range Technology Operations Denver, CO

Supported daily operations within a critical computing facility through environmental checks, inventory control, customer assistance, access procedures, and supervised escalation. Built practical experience with DCIM **monitoring**, remote hands requests, media controls, staging workflows, and after hours facility coverage.

- Completed environmental checks, equipment inventories, customer requests, and controlled access tasks under operating procedures.
- Reviewed **DCIM** dashboards, documented unusual readings, and routed events for experienced technician investigation.
- Matched shipments with inventory records, labeled assets, and organized staging locations for installation work.
- Executed supervised **remote hands** requests involving inspections, cable verification, equipment identification, and physical checks.
- Maintained retired drive and tape records, reconciling physical items with secure disposition documentation.
- Supported after hours coverage and learned escalation procedures for alarms, security events, and customer conditions

PROJECTS

Critical Facility Monitoring Operations 📅 2025
Supported a structured monitoring initiative across data hall infrastructure, using DCIM information and facility rounds to verify expected power, cooling, access, and equipment conditions. Documented exceptions and routed concerns through established response procedures.

Secure Equipment Lifecycle Control 📅 2024
Improved practical control of incoming, staged, retired, and deprecated technology by matching physical assets with records, preserving custody documentation, and supporting approved storage, transfer, and destruction workflows.

LEADERSHIP & AWARDS

- Recognized by operations peers for dependable after hours coverage and clear escalation records.
- Commended for accurate custody documentation across equipment receiving and secure media disposition.

EDUCATION

Associate of Applied Science in Cybersecurity 2023
Community College of Denver GPA: 3.5 Denver, CO
Coursework: Cybersecurity, network security, information technology, physical security, incident response

CERTIFICATIONS

- CompTIA A+ 📅 2024
- Data Center Infrastructure Fundamentals Certificate 📅 2025

TECHNICAL SKILLS

- **Power Infrastructure:** UPS, PDU, RPP
- **Cooling Infrastructure:** CRAH, In Row Chillers, cooling delivery
- **Facility Monitoring:** DCIM, environmental monitoring, alarm review
- **Fire Protection:** Fire suppression systems, alarm response, safety procedures
- **Physical Security:** Access control, visitor procedures, controlled areas
- **Remote Support:** Remote hands, visual inspection, connection verification
- **Asset Management:** Equipment inventory, asset tracking, custody records
- **Warehouse Operations:** Receiving, staging, storage
- **Media Disposition:** Media destruction, secure storage, approved disposal
- **Service Operations:** Customer service, incident escalation, on call support

SKILLS

- | | | | |
|--------------------------|---------------------|------------------------|-----------------------|
| • Data center operations | • RPP | • Access control | • Media destruction |
| • DCIM | • CRAH | • Remote hands support | • Customer service |
| • UPS | • In Row Chillers | • Equipment inventory | • Incident escalation |
| • PDU | • Physical security | • Warehouse operations | |

PROFESSIONAL AFFILIATIONS

- Data center operations community participant focused on facility reliability and controlled access.
- Cybersecurity student network participant focused on infrastructure protection and technical service.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST